What is claimed is:

1.   A system for providing concierge-like services comprising:

a service agent capable of receiving a plurality of requests for concierge-like services;

a service agent capable of fulfilling a plurality of request for concierge-like services;

an electronic ticket generated by a receiving agent having information associated with the request for concierge-like services;

one or more databases for electronic tickets;

a network over which an electronic ticket is capable of being transferred from a receiving agent to the one or more databases; and

a network over which an electronic ticket is capable of being transferred from the one or more databases to a fulfillment agent.

2.   A system as in claim 1, further comprising one or more directory databases containing directory information.

3.   A system as in claim 2, wherein a receiving agent has access to the one or more directory databases to facilitate the generation of electronic tickets.

4.   A system as in claim 2, wherein a fulfillment agent has access to the one or more directory databases to facilitate the fulfillment of electronic tickets.

5.   A system as in claim 1, further comprising a pool of agents, wherein the receiving agent and fulfillment agent are from the pool of agents.

6.   A system as in claim 1, further comprising a first and second pools of agents, wherein the receiving agent is from the first pool of agents and the fulfillment agent is from the second pool of agents.

5   7.   A system as in claim 1, wherein an electronic ticket includes an identification of the locale where the concierge-like services are requested.

8.   A system as in claim 7, wherein the network transfers the electronic ticket to a fulfillment agent proximate to the locale identified in the electronic ticket.

10   9.   A system as in claim 1, wherein the ticket includes one or more fields for the name and one or more items of contact information of the individual requesting concierge-like services.

10.   A system as in claim 9 wherein the name of the individual requesting concierge-like
15   services is automatically detected by the system and automatically filled into a field of the ticket.

11.   A system as in claim 9 wherein one or more items of contact information of the individual requesting concierge-like services is obtained from a database and automatically
20   filled into a field of the ticket.

12.   A system as in claim 1, further comprising an alarm that alerts service agents of a request for concierge-like services that needs to be fulfilled.

13.   A system as in claim 1, wherein fulfillment agents are capable of stepping through a plurality of tickets waiting to be fulfilled in order to prioritize requests.

14.   A system as in claim 1, further comprising a server capable of prioritizing the order in which a plurality of electronic tickets should be processed and communicating to a fulfillment agent such order of priority.

15.   A system as in claim 1, further comprising a server capable of providing instructions to a fulfillment agent on actions necessary to fulfill a ticket.

16.   A system as in claim 1, further comprising a network connecting a fulfillment agent to one or more providers of concierge-like services.

17.   A system as in claim 16, wherein the network connecting a fulfillment agent to one or more providers of concierge-like services is a virtual private network.

18.   A system as in claim 16, wherein the network connecting a fulfillment agent to one or more providers of concierge-like services is a dedicated network.

19.   A method for providing concierge-like services comprising the steps of:
        connecting a communication from a user to a service agent;
        receiving by a service agent a request for concierge-like services;
        presenting the request to a service agent for fulfillment;
        fulfilling by the fulfillment agent the request for concierge-like services; and

-27-

communicating the fulfillment of the request.

20. A method as in claim 19, further comprising the step of generating a ticket associated with the request for concierge-like services.

21. A method as in claim 19, further comprising the step of prioritizing the order in which the requests are presented to the fulfillment agent.

22. A method as in claim 19, further comprising the step of directing the request to a service agent located in the region where the request for concierge-like services concerns activities or information particular to such region.

23. A method as in claim 19, further comprising the step of accessing by the fulfillment agent one or more databases for directory information concerning fulfilling the request for concierge-like services.

24. A method as in claim 23, further comprising the step of maintaining said databases locally to keep and maintain travel and concierge-type information relevant to only that particular locale.

25. A method as in claim 19, wherein said communication of said fulfillment of the request for concierge-like services is transmitted via pager.

26. A method as in claim 19, wherein said communication of said fulfillment of the request for concierge-like services is transmitted via fax.

27. A method as in claim 19, wherein said communication of said fulfillment of the request for concierge-like services is transmitted via wireless phone.

28. A method as in claim 19, wherein said communication of said fulfillment of the request for concierge-like services is transmitted via email.

29. A method as in claim 19, wherein said communication of said fulfillment of the request for concierge-like services is transmitted by a wireless device.

30. A method as in claim 19, wherein said communication of said fulfillment of the request for concierge-like services is transmitted by a telephone.

31. A method as in claim 19, further comprising the step of providing recommendations to a caller from information regarding concierge-like services maintained on a database.

32. A method as in claim 20, further comprising obtaining information concerning a restaurant selected by caller from a database and automatically input into a relevant field in the ticket.

33. A method as in claim 19, further comprising the step of paging through pending requests to prioritize such requests.

34. A method as in claim 19 further comprising the step of alerting service agents by means of an alarm of a request for concierge-like services that needs to be fulfilled.

-29-

Sub
A2

35. An electronic ticket used in fulfilling a request for concierge-like services comprising:

a first field into which data concerning a user's contact information is input;

a second field into which information concerning the request for concierge-like

5   services is input; and

a third field into which an identifier of the locale where concierge-like services are

requested.

36. A ticket as in claim 35, further comprising a forth field into which the time of the next

10 action to be taken towards fulfillment of the request is entered into a field of the ticket.

37. A ticket as in claim 35, wherein the first field is linked to a database having user

contact information.

38. A ticket as in claim 35, wherein the second field is linked to a database having

15 concierge-like services information.

Add B11
add 37

-30-